

Credit & Collections for the Dental Office

How to collect from your patients and still keep them your patients!

Learning Objectives

In this seminar, Edward Kisling, president of Victoria Management Strategies, Inc., shares tips and strategies for all aspects of credit and collection, including:

- How to collect your accounts receivable by telephone
- How to collect your accounts receivable by personal interview
- If, when and how to initiate legal actions
- How to skip trace
- How to deal with stalls and objections
- How to categorize your patients and motivate them to pay you
- How to educate your patients about your office payment options
- How to deal with insurance companies
- How to practice preventive accounts receivable
- How to avoid NSF checks
- Edward's "Eight Essential Tips" for making patients *want* to pay you
- How to get paid within 30 days by the insurance company
- How to educate patients about their dental insurance
- Why the words "financial arrangements" cost your office time, money and problems
- How to get more treatment plans accepted

Date/ Location:

Wednesday, June 27, 2012

Total Wine | 8851 Southwest 136th Street | Miami, FL 33176

Time: 6:00 p.m. - 9:00 p.m.

Fee: Advantage® Members: \$95, \$125 for 3 | Non-Advantage® Members: \$125, \$195 for 3

Space is limited – Reserve your seat today! *Doctors and staff welcomed.*

CONTACT MARIA RUSSI TO REGISTER AT **954.717.1200** OR
EMAIL **MARIA.RUSSI@PATTERSONDENTAL.COM** TODAY!

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LECTURE SPEAKER

Edward Kisling

Edward Kisling is president of Victoria Management Strategies, Inc., a company dedicated to presenting quality seminars for the dental community. He is North America's premier speaker on credit and collection in the dental office. A

previous owner of 24 credit bureaus and 25 collection agencies and a professional speaker for over 10 years to dental societies and conventions, Mr. Kisling's three-hour seminars are fast-paced, humorous and fact-filled.

Attendees will learn all aspects of credit and collection, including proper use of credit cards, how to use a telephone effectively, conduct a collection interview, skip trace, prevent accounts receivable, when to use an outside agency and how to collect from "friends of the dentist."